



Crown Family PlayLab Program Policies

Frequently Asked Questions

What programs are offered by the PlayLab?

The PlayLab offers families a rotating set of programs throughout the year, including the following:

- **Weekly PlayLab PlayDates**
 - Free, drop-in activities for children 2-6 years old featuring storytime sessions, craft activities, and science experiments. General admission passes to the Museum are required to participate in these free activities.

- **Monthly Itty Bitty Investigators Classes**
 - Pre-registered, 60-minute workshops for children 3-6 years old and their caregivers. Registration includes full-day access to the Museum.

- **Seasonal Camps**
 - Pre-registered, morning camp experiences for children 3-5 years old and their caregivers. Registration includes full-day access to the Museum.

See all PlayLab Programs here: www.fieldmuseum.org/playlab-programs

What ages can participate in PlayLab Programs?

PlayLab programs have different age requirements. However, all programs require children to attend with a caregiver who is at least 18 years old.

- **PlayLab PlayDates:** 2-6 year olds (All family members are invited to join!)
 - **Itty Bitty Investigators Classes:** 3-6 year olds
 - **Seasonal Camps:** 3-5 year olds
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Does a caregiver need to be in attendance?

Yes! PlayLab Programs are **not** drop-off programs. A caregiver who is at least 18 years of age needs to be present with up to 3 registered children.

Can I purchase tickets in-person or over the phone?

Tickets are available online only.

Can I purchase multiple tickets for the same program?

Yes. You can register multiple children for the same PlayLab Program. However, you will need to complete a new registration form for each registered child. **Note:** PlayLab PlayDates do not require registration.

Does my registration include admission to the Museum?

Yes. All program registrations include full-day access to the Museum for the registered child and their attending caregiver. However, if you are attending a free, drop-in PlayLab PlayDate, you will need to purchase general

admission passes to gain entry to the Museum where you can enjoy these free, drop-in activities.

When does registration close for PlayLab Programs?

Registration will close when all spots are filled or one week prior to the start of the program. However, if the program has not reached its minimum enrollment requirement (3 registered children for Itty Bitty Investigators Classes and 5 registered children for Seasonal Camps), we will notify current registrants one week before the session and keep registration open until 3 days before the program commences. This registration extension is intended to boost sign-ups. However, if the program cancels due to low enrollment, families will be notified and refunded at least 3 days prior to the start of the session.

Note: PlayLab PlayDates do not require registration. These are free, drop-in programs provided for museum guests with general admission passes.

How can I get there?

The Field Museum is in the heart of Chicago's Museum Campus, at **1400 South DuSable Lake Shore Drive**. Guests can get here by car, public transportation, or bike. To learn more about directions, travel and parking, visit our website at: www.fieldmuseum.org/visit/directions-parking

Where can I park?

Unfortunately, the Field Museum cannot offer free parking for PlayLab Program participants. Individuals participating in PlayLab Programs will be required to manage their own parking needs. Guests visiting Museum Campus will have the option to park in a few different lots owned by the Chicago Park District and managed by an outside vendor, SP+ Parking.

We encourage caregivers to research parking before traveling to the Museum. There are plenty of garages outside Grant Park that offer accessible parking. Helpful apps like **SpotHero** can offer families affordable parking options that are just a 10-minute walk from the Museum. If you're hoping to snag a deal on the SpotHero app, new app users get **5% off** by using promo code **FIELDCHI** at checkout.

If you'd like to park close to the Museum, the Soldier Field North Garage or the East Museum Lot will be the two closest options. Costs associated with both lots are listed below:

Soldier Field North Garage

\$25 for up to 4 hours, \$30 for up to 12 hours. The North Garage (accessible via the main entrance on Museum Campus Drive) is open from 5am to 5pm every day. Parked cars can leave after closing hours, but overnight parking is not allowed. You can learn more about parking at the Soldier Field North Garage [here](#).

East Museum Lot

\$30 for up to 12 hours. The East Museum Lot (located on the east side of the Field Museum) is open from 9am to 3pm daily, and is accessible via the main entrance on Museum Campus Drive. Parked cars can leave after closing hours, but overnight parking is not allowed.

Note: Rates and availability of parking at Soldier Field are subject to change without notice, particularly on days with Chicago Bears home games and Chicago Fire home matches. Please see details and options at [Soldier Field Parking](#). Other events at Soldier Field and Huntington Bank Pavilion at Northerly Island can affect traffic, parking availability, and rates.

Where do I arrive for PlayLab Programs?

- **PlayLab PlayDates:** PlayLab PlayDates will take place directly in the Crown Family PlayLab, located on the Ground Level in the East Wing of the Field Museum. Interested guests can make their way to the

PlayLab at least 10 minutes prior to the program to participate in these free, weekly drop-in activities.

- **Itty Bitty Investigators Classes:** These 60-minute classes will take place in the Crown Family PlayLab, located on the Ground Level in the East Wing of the Field Museum. Registered participants should enter the Museum at the East or South entrances. Then, they should make their way to the PlayLab 10 minutes prior to the start of their class to check-in for the program at the PlayLab front desk. Registered participants will receive an informational email with more details on the class prior to the session.
 - **Seasonal Camps:** These two-day, morning camp sessions will take place in the Crown Family PlayLab, located on the Ground Level in the East Wing of the Field Museum. Campers will also explore the Museum's many exhibitions throughout their camp experience. Registered campers will receive an informational email with details on camp, including where to meet each morning.
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Can siblings attend?

Possibly. Take a look at our policies for each PlayLab Program below.

- **PlayLab PlayDates:** Yes! These free, drop-in programs are open to all family members. However, please keep in mind that these activities are designed for families with 2-6 year olds. Younger and older siblings are still encouraged to attend to share in the fun!
- **Itty Bitty Investigators Classes:** Maybe. These 60-minute class sessions are designed for 3-6 year olds and their caregivers. Children 0-35 months are welcome to attend with their sibling and caregiver at no extra charge. However, siblings older than 6 will need to purchase a separate registration to participate. Reach out to playlabevents@fieldmuseum.org to determine if these classes are the right fit for your registered child's siblings.

- **Seasonal Camps:** Maybe. These two-day, morning camp sessions are designed exclusively for 3-5 year olds and their caregivers. Children not of walking age (typically 12 months or younger) are welcome to attend with their sibling and caregiver at no extra charge. **Note:** Children of walking age (typically 18-35 months) are not permitted to attend camp alongside the registered child. Finally, siblings older than 5 years of age are encouraged to sign-up for the Field Museum's Kdg-8th grade camps. You can learn more about the Museum's Kdg-8th grade camp options [here](#).

Please reach out to the PlayLab team at playlabevents@fieldmuseum.org if you have questions about siblings participating in PlayLab Programs.

What are the minimum and maximum attendance thresholds?

- **PlayLab PlayDates:** There are no minimums needed for these programs to run. However, they typically host anywhere from 25-50 participants.
- **Itty Bitty Investigators Classes:** These classes require at least 3 registered children to run, and can host up to 15 registered children.
- **Seasonal Camps:** These camps require at least 5 registered children to run, and can host up to 10 registered children.

Note: If a PlayLab Program experiences under enrollment, it may be subject to cancellation. If this happens, refunds or program transfers will be administered to registered families.

What is the cancellation and refund policy?

To receive a refund, you must cancel your registration **no later than one week** (7 days) before the first day of the PlayLab Program. After this window, no refunds will be issued (even in the case of transportation issues, illness, family emergency, etc.). Cancellations can be completed by contacting the Crown Family PlayLab team at playlabevents@fieldmuseum.org.

Refund Policy Exception: If your session is canceled by the Museum (most likely due to low registration), you will be given the option to transfer your purchase to another PlayLab Program of financial equivalency or receive a full refund.

What should we do if we have to cancel our registration?

Email playlabevents@fieldmuseum.org or call the PlayLab at **312-665-7529** to notify our staff of your cancellation.

As a reminder, there are no refunds after the one week deadline. However, we are happy to move your registration to another PlayLab Program of financial equivalency, pending availability. Unfortunately, tickets are non-transferable to different Museum departments, events, or programming. The last option is to sell or gift your registration to another family. The deadline to send us their contact information is 3 days before the camp session.

Are there scholarships available?

- **PlayLab PlayDates:** These are free, drop-in programs that do not require payment or pre-registration. As a result, no scholarships are needed for these activities.

- **Itty Bitty Investigators Classes:** Scholarships are not available for these 60-minute classes.
 - **Seasonal Camps:** Up to two scholarships for 50% off registration fees may be available for seasonal camps. Visit the PlayLab Camps page to learn more [here](#).
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Who leads PlayLab Programs?

The Field Museum's Education Department will operate, run and facilitate all PlayLab Programs. For the most part, programs will be facilitated in conjunction with the Early Childhood Learning Experiences Educator, Early Childhood Learning Experiences Coordinator, Field Trip Facilitators and/or Education Department Program Assistants. Furthermore, on occasion, museum scientists, third party vendors, and outside cultural organizations will be invited to offer program experiences as well.

What are your COVID-19 policies?

If your registered child and/or caregiver feels sick, they should stay at home and contact our team to reschedule your session. Children and/or caregivers who test positive for COVID-19, but do not show any symptoms, may attend another PlayLab Program after five days of isolation. Children showing symptoms of COVID-19 may rejoin a PlayLab Program five days after a positive test or onset of symptoms (whichever is later) if their symptoms are improving and they are fever-free for at least 24 hours without the use of fever-reducing medicine.

Currently masks are optional for children and their caregivers unless they have tested positive for COVID-19 or been exposed to COVID-19 in the last 10 days. The Field Museum is not requiring proof of vaccination for campers. Field Museum staff are still required to be vaccinated.

These protocols may be updated from time-to-time in accordance with guidance from the CDC, state and local health departments, governmental

public health and safety orders, Museum policy, and evolving best practice. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By visiting The Field Museum you voluntarily assume all risks related to exposure to COVID-19.

I have more questions. How can I get in touch?

Please email playlabevents@fieldmuseum.org with any questions or additional information you need to communicate.